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SVMHS Clinical Newsletter is a monthly publication.

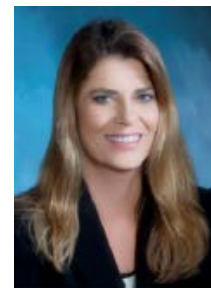
For more information or to make an article suggestion, please contact Christie Gonder @ 759-1910 or x.1910.



## CNO Corner – What's New

by Christie Gonder

We have entered a new fiscal year and starting out with great news! We heard you and took lots of action from your feedback! Listed below see the summary of accomplishments from last year and some other new items on the horizon:



### SERVICE INITIATIVES

- A group of nurses and leaders will be meeting in August to collaborate together to form our shared governance structure. We are looking forward to your input as direct care providers to improve quality and the patient experience.
- Thank you to the Whiteboard team headed by **Diane Mesiroff** who has worked very hard and selected a new Whiteboard and designed a new template. A trial will begin the 1<sup>st</sup> week in August in the following locations: 308, 324, 408, 425, 114, 157, 522, and 537. Please give us feedback on the new product and format.
- Compassionate Care Training completed for all staff and will be presented to all new hires to coincide with orientation. The Patient Experience team has also prepared a Medical Staff Compassionate Care Program for our physicians.
- Our hot water supply has been repaired so our patients who are able to shower can now experience a nice warm shower.
- A new OB waiting room has been established for our OB families and loved ones.

### PEOPLE INITIATIVES

- The Employee Engagement Survey period has begun and we want your input! Please join in on the competition and help your team be successful. Your feedback is very important to drive improvement of the organization!

## CNO Corner (Continued)

## QUALITY INITIATIVES

- 7/21 we received licensing for our new Cardiac Diagnostic Outpatient Center (CDOC) located on San Jose Street. Congratulations to all the staff who worked on getting this project over the finish line!
- 7/15 we received another Joint Commission Certification... this time for our Stroke Program. Kudos to our Disease Specific Team and staff! We had one deficiency and will need to improve timely documentation of vital signs and neuro checks.
- New education handouts have been developed for our Cardiac patients regarding Cardiac Medications and Lifestyle Change Goals. The Clinical Informatics team has developed coinciding documentation screens in Meditech to create optimal workflow.
- The Clinical Informatics team created new work flows and a new documentation process to help prevent lost patient belongings.
- A new process was developed for skin assessment in ED to capture high risk patients with pressure injuries.
- The Patient Safety Fair is scheduled for 8/3 from 0700-1900 in CP4. Please attend plan to attend and join in the fun and learn about the great work being done to improve Patient Safety!

## GROWTH INITIATIVES

- An Outpatient Lactation room is almost complete and we anticipate being able to have follow-up lactation clinic visits for our new mom's and babies by next month.
- ED remodel anticipated to begin 3rd week of August.
- HC refresh started 7/25 with an anticipated completion date of 10/17...ICU refresh to follow.

# You spoke. We listened. Change happened.

Here are some of the projects that resulted from employee suggestions offered in the last employee engagement survey and since.

**Improved Communication:**  
STARcomm  
Suggestion boxes  
Stoplight reports  
Clinical Newsletter  
Reports on Verge

Linen Committee orders  
thicker patient blankets and scrubs.

**Transparency:**  
Pete's STAR Summits  
CNO Town Hall Meetings  
Employee Forums

**The picnic is back!**

Adjustments to the  
cafeteria menu based on  
your healthy food requests.

Clinical panel  
improved

**Facility improvements  
you requested, we delivered:**

**Streamlined  
standardized  
procedures**

Automatic doors between  
2nd floor OR & L&D (November 2016)  
Automatic door opener (OPS)  
Metal strip near OR replaced  
Improved overhead lighting (2nd floor)  
Hot water repair housewide

Asset tracking  
in place for  
wheelchairs & gurneys

**Purchased as a result  
of your suggestions:**  
Bedside tables with sharps containers  
Improved lighting 2nd floor  
Glidescope  
Wheelchairs  
Thermometers  
Peripheral IV STAT locks  
Large draw sheets ICU  
Chlorhexidine wipes  
Additional glucometers on MB  
Wireless scanners OCU  
Chemo drug reference book  
NICU stethoscopes  
Vein finders on CCC units

Tuition assistance  
for RNs working  
on BSN

**Streamlined  
CDU documentation**

**Refrigerators & microwaves  
added/replaced  
in multiple areas**

Flooring replaced in  
Respiratory Care and  
Cislini Plaza carpet  
will be replaced soon.

Outside line  
capability for wireless  
phones in ED

**Improved  
white boards**

More parking spaces  
for staff with the  
relocation of  
SVMHS vehicles  
and student parking.



Salinas Valley Memorial Healthcare System

# HCAHP Top Box Scores

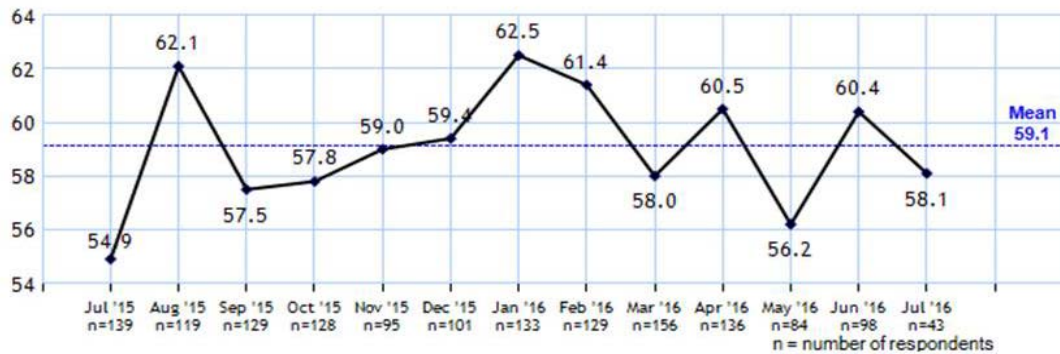


## Top Box Trends

### Inpatient

Salinas Valley Memorial Healthcare

Overall

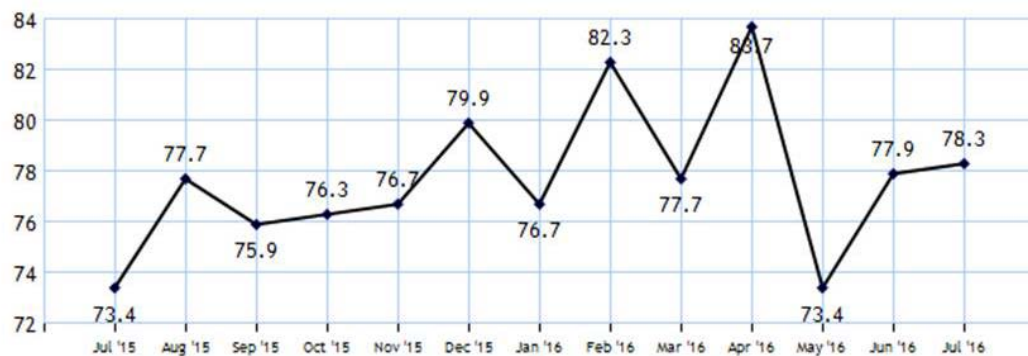


## Top Box Trends

### Inpatient

Salinas Valley Memorial Healthcare

Section - CAHPS - Comm w/ Nurses



## Top Box Trends

### Inpatient

Salinas Valley Memorial Healthcare

Section - CAHPS - Response of Hosp Staff





# Extraordinary People!

## Stay Was Seamless / 4<sup>th</sup> Floor

*Submitted by an SVMH Employee*

"I had the opportunity to be a patient in our Hospital I had only been in outpatient in 2005 and was scared as well as unsure how my surgery and stay would pan out. The outcome for my surgery was successful, the stay was seamless! I have to tell you that every single part of the process worked well and gave me such gratitude towards our healthcare workers from registration to my timely discharge. The compassionate care was given to me by the staff on 4<sup>th</sup> floor (especially **Girle Ramos**), environmental services, and many more. I really feel fortunate to be part of this organization and to know that our community has this Hospital to rely upon for their healthcare needs. I really feel blessed and wanted to tell you of my experience to draw attention to our staff in the trenches."

## Care of Preterm Triplets in NICU

*Submitted by Dr. Robert Castro, Director, NICU*

In the Early Evening of Saturday, June 25, 2016, extremely preterm (25 weeks) triplets were delivered at SVMH. The operative delivery was obviously unplanned and required the emergent mobilization of 3 separate resuscitation teams that evening. All the babies weighed less than 2 lbs (1.5 to 1.75 lbs) and required assisted ventilation at birth. Fortunately, the babies did not require resuscitation medications in the delivery room and were stabilized prior to NICU admission.

The resuscitation of ONE baby at this immature age and low birth weight requires the coordinated efforts of several multidisciplinary specialties (RN, RCP, Pharmacy, Radiology, Technicians, etc.). Therefore, having 3 critical babies born at once (and without adequate time to prepare) and coordinating all the personnel that evening was monumental.

**Dr. Carl Yaeger and I wish to thank all the individuals that assisted that evening and early morning of June 26, 2016. Every individual participating in the triplets' care at SVMH contributed to the Best Short-Term Outcome for their first 24 hours of life possible. We should be proud of this accomplishment.**

All three babies were stabilized and transported to Lucile Packard Children's Hospital, the last baby departing around 7:00 AM on June 26, 2016.

## Emergency Department / It's the Little Things

*Submitted by an SVMH Employee*

"Often time, it's the little things that make a big difference that go unrecognized. My father was rushed to the Emergency Room with a spiked temperature; **Nathan Dickman** was his nurse. Dad has a chronic disease and in 2012 had a stroke. Last October he was admitted to the hospital wherein it was discovered that his disease had advanced. Since October he has struggled with mobility, has lost significant weight and struggles with his breathing. Nathan was very kind, attentive and able to read the situation and the room very clearly and address each dynamic as there were several family members present, all very concerned. Nathan very delicately introduced the topic of depression and upon noticing a reaction from the patient proceeded in a manner which allowed for the conversation to continue without creating an uncomfortable atmosphere. It was Nathan's actions and approach that allowed further conversation in what typically is an uncomfortable and ignored topic **which I have no doubt will aid in our father's recovery.**"

## Emergency Department

*Submitted by Patients to Dr. Radner*

"Please convey to the late night ER staff our feelings. Friday night at about 10:30, I took my husband to SVMH ER with swelling to the right side of his face and neck. It was frightening since it made swallowing uncomfortable.

"The doctor and nurses, phlebotomist, CT scan nurse, the intern and everyone were so nice, friendly and professional! It can be an uncomfortable experience going to an ER, especially from 10:30 pm to 4:30 am, but our treatment was comforting, kind and reassuring!

"Please convey our appreciation to all the people who are working in this most important profession. **Our respect and appreciation grew for the doctors and nurses, and all staff members at SVMH ER!**"

## More Extraordinary People!

### SVMH PA-C Appointed to California Physician Assistant Board



Salinas Valley Memorial Healthcare System's very own **Jennifer Carlquist, PA-C** was appointed by Governor Jerry Brown to the California Physician Assistant Board. Jennifer is a physician assistant at Salinas Valley Medical Clinic Central Coast Cardiology and works as an emergency room physician assistant at Salinas Valley Memorial Hospital.

"I'm honored and eager to serve my profession and advocate for growing the profession and expanding our scope of practice," says Jennifer. "There is an incredible amount of teamwork involved between physicians and physician assistants. That teamwork serves our patients and ultimately our community. I'm proud to serve in a capacity that will allow me to promote the importance of physician assistants in the medical profession."

The role of the California Physician Assistant Board is to protect and serve consumers through licensing, education, and objective enforcement of the Physician Assistant laws and regulations. Jennifer is just one of 5 physician assistants appointed to serve on the 9 member board during a four year term.

"Jennifer is a great advocate for physician assistants, doctors, and patients," says Kate DeSalvo, Director of Medical Staff Services at Salinas Valley Memorial Healthcare System. "Her work has been published and she is constantly helping to create awareness and perform community outreach. She is the perfect candidate for the job."



"Jennifer is passionate about her role in healthcare and about the future of the healthcare system", says Elpidio Resendez, MD, Emergency Room physician at Salinas Valley Memorial Hospital. "Having worked with her for a number of years in the emergency room, I can attest she truly cares about her patients and has the skills to oversee laws and regulations that protect not just patients but doctors and physician assistants."

Jennifer was sworn in during a ceremony in Sacramento July 11<sup>th</sup>. Members of the California Physician Assistant Board meet every three months. Jennifer is frequently a featured speaker at physician assistant conferences throughout the United States on issues relating to heart health. In addition to writing and speaking on the subject, Jennifer is a painter with many of her works or art on display at Central Coast Cardiology Clinic in Salinas.

## Thank you Ruthie!

*Submitted by Pat Valenzano, Director/Women's & Children's Services*



Ruth Andrews from the MB Unit (second from the left) celebrated her 30th anniversary of employment as an RN at SVMHS on Thursday, 7/7/16. She brought in lunch for the entire 2nd floor (MB, LD and NICU) as well as many others she invited throughout the hospital. She is a true team player and loves her job and loves working at SVMHS. Her generosity and compassionate care is felt by all of her patients, families and her co-workers every day!

# Central Coast Medical Respite House

*Submitted by Melissa Dausen, Transitional Care Manager*

SVMH has entered into a joint venture with Community Homeless Solutions, Natividad Medical Center and Community Hospital of the Monterey Peninsula to better serve our homeless patients through Central Coast Medical Respite House. Each of the hospitals has use of the house to serve homeless adults who are in need of short term recuperative care, are medically stable and independent in activities of daily living and able to care for themselves.

## Eligibility Criteria:

- Age: 18+ years old
- Medically stable and demonstrable medical need for respite care (less than 6 weeks)
- Willing to see the nurse every weekday and comply with recommendations
- Qualifies as a homeless individual by the HUD definition
- Independent in daily living skills (bathing, dressing, feeding, toileting, etc.)
- Able to walk or be mobile with crutches, walker or wheelchair
- Continent
- Willing to work on medical treatment plan goals
- Psychologically stable
- Clean and sober
- Behave appropriately in a group setting.



## Exclusion Criteria:

- Known history of conviction for sexual offense, child molestation, arson or assault
- Known history of substance abuse
- Active substance abusers unable or unwilling to abstain during the respite program
- Unstable medical or psychiatric conditions requiring inpatient care
- Oxygen users will be considered on a case-by-case basis

## Presenting Conditions:

- Simple wound care and infection control
- Fractures of legs or limbs
- Medication management/compliance
- Recovery from burns and deep wounds
- Recovery from a diabetic event
- Recovery from a respiratory event (asthma, pneumonia, COPD)
- Recovery from medical procedures (surgery, radiation, chemotherapy, endoscopy)
- Completion of short-term IV course of treatment

Respite House will provide needed care for our homeless patients following discharge from an acute-care setting through safe housing and compassionate support.

For more information call Melissa Dausen, Transitional Care Manager, at ext. 3042